California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

U-1015-C

Report Year:

2017

Reporting Unit Type:				Reporting Unit Name:				Total Company - Consolidated Communications					
Measurement (Date filed (Original 05/15/17) Updated 06/12/17 w/Customers		Date filed (08/15/2017)		Date filed (11/15/2017)			Date filed (0215/18)				
Measurement (Compile monthly, file quarterly)		1st Quarter		2nd Quarter		3rd Quarter			4th Quarter				
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
atallatian latamat	Total # of business days												
nstallation Interval /lin. standard = 5 bus. days	Total # of service orders												
win. standard = 5 bus. days	Avg. # of business days												
	Total # of installation commitments												
nstallation Commitment	Total # of installation commitment met												
Min. standard = 95% commitment met	Total # of installation commitment missed												
	% of commitment met												
Lietomore	Acct # for voice or hundle rest-hus	18.056	17 011	18 824								T ,	

Min. standard = 5	bus. days	Avg. # of business days								
		Total # of installation commitments								
Installation Com	nmitment	Total # of installation commitment met								
Min. standard = 9	95% commitment met	Total # of installation commitment missed								
		% of commitment met								
Customers		Acct # for voice or bundle, res+bus	18,056	17,911	18,824					
Customer Trouk	ole Report									
	COV (Constraint lines for	Total # of working lines	26,164	25,986	28,041					
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports	327	282	261					
Ð	units w/ 2 3,000 lines/	% of trouble reports	1.25%	1.09%	0.93%					
nda	20/ /2 per 100 working lines for	Total # of working lines								
Star	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports								
	units w/ 1,001 2,000 inies/	% of trouble reports								
Ξ	10% (10 per 100 working lines for	Total # of working lines								
units w/ ≤ 1,000 line		Total # of trouble reports								
	units w/ = 1,000 lines)	% of trouble reports								
	•	Total # of outage report tickets	16	9	2					
Adjusted		Total # of repair tickets restored in ≤ 24hrs	16	8	2					
Out of Service R		% of repair tickets restored ≤ 24 Hours	100%	88.9%	100%					
Min. standard = 9	90% within 24 hrs	Sum of the duration of all outages (hh:mm)	141:45:21	135:17:43	23:46:02					
		Avg. outage duration (hh:mm)	8:51:35	15:01:58	11:53:01					
		Total # of outage report tickets	69	62	26					
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	33	28	15					
Out of Service R	Report	% of repair tickets restored ≤ 24 Hours	47.8%	45.2%	57.7%					
		Sum of the duration of all outages (hh:mm)	2852:02:44	2858:21:50	620:35:05					
		Avg. outage duration (hh:mm)	41:20:02	46:06:10	23:52:07					
Refunds Number of customers who received refunds Monthly amount of refunds			6	1	7					
		\$ (43.94) \$	(35.40) \$	(68.76)						
•	ouble Reports, Billing & Non-Billing)									
Min. standard = 8	30% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing	26,235	19,789	20,551					
live agent (w/a m	enu option to reach live agent).	Total # of call seconds to reach live agent	6,422,870	1,891,215	942,994					
		%<_60 seconds	48.0%	70.3%	80.2%					

Primary Utility Contact Information

Name: Floyd Jasinski	Phone: 916-786-1597	Email: Floyd.Jasinski@consolidated.com

Date Adopted: 7/28/09

Company Name:

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Consolidated Communications

California Public Utilities Commission **Service Quality Standards Reporting** General Order No. 133-D

Company Name:	Consolidated Communications	U#:	U-1015-C	Report Year:	2017
Reporting Unit Type:	☐ Total Company ☐ Exchange ☑ Wire Center	Reporting Unit Na	ame:	Citrus Heights - 72G	

	Measurement (Compile	monthly, file quarterly)		iled (Original 05/15/1 d 06/12/17 w/Custom		Date filed (08/15/2017)			Date filed (11/15/2017)			Date filed (0215/18)		
		3, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4,	1st Quarter Jan Feb Mar		Apr	2nd Quarter May	Jun	Jul	3rd Quarter Aug	Sept	Oct	4th Quarter Nov	Dec	
		Total # of business days	Jan	ren	IVIAI	Apı	Iviay	Juli	Jui	Aug	Зері	OCI	NOV	Dec
Installation Interv		Total # of service orders												
Min. standard = 5 bus. days		Avg. # of business days												
		Total # of installation commitments												
Installation Comr	nitment	Total # of installation commitment met												
	5% commitment met	Total # of installation commitment missed												
		% of commitment met												
Customers		Acct # for voice or bundle, res+bus	5,975	5,918	6,064									
Customer Troubl	e Report													
i i	·	Total # of working lines	7,620	7,557	7,934									
	6% (6 per 100 working lines for	Total # of trouble reports	129	143	97									
units w/ ≥ 3,000 lines)	units w/ ≥ 3,000 lines)	% of trouble reports	1.69%	1.89%	1.22%									
dar		Total # of working lines	310,7,0	2,00,70										
	8% (8 per 100 working lines for	Total # of trouble reports												
	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ĕ		Total # of working lines												
	10% (10 per 100 working lines	Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	·					+							
		% of trouble reports			1									
		Total # of outage report tickets Total # of repair tickets restored in ≤ 24hrs	6	5	1									
Adjusted			1000/	92.20	1000/									
Dut of Service Re Min. standard = 90		% of repair tickets restored ≤ 24 Hours	100%	83.3%	100%									
iiii. Stariuaru = 90	7/6 WILLIII 24 IIIS	Sum of the duration of all outages (hh:mm)	46:13:53	92:44:03	21:45:29									
		Avg. outage duration (hh:mm)	7:42:19	15:27:20	21:45:29									
		Total # of outage report tickets	27	33	15									
Jnadjusted		Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours	59.3%	45.5%	40%									
Out of Service Re	eport	Sum of the duration of all outages (hh:mm)	1177:05:20	1484:24:32	413:30:08									
			43:35:45	44:58:56	27:34:01									
Avg. outage duration (hh:mm) Refunds Number of customers who received refunds		, ,	43.33.43	44.36.30	27.34.01		+							
		\$ (16.00)	1 (25.40)	(62.94)										
houser Times /Times	Ible Deporte Dilling 9 New Dilling	Monthly amount of refunds	\$ (16.08)	\$ (35.40) \$	(63.84)		+							
	uble Reports, Billing & Non-Billing) % of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing					1							
	nu option to reach live agent).	Total # of call seconds to reach live agent												
ive agent (wa me	The option to reach live agenty.	%< 60 seconds	*NOTE: Answer	Time is not available at	switch level	*NOTE: An	swer Time is not available a	at switch level	*NOTE: Ans	wer Time is not available	at switch level	*NOTE: Answ	wer Time is not available	at switch level
		70 - 00 0000 III	NOTE. Allswe	Time is not available at	SWILCH ICYCI	HOTE. All	swer rime is not available a	at 5 WITCH 10 VOI	NOTE. Alls	wer Time is not available	at Switch level	HOIL. Allsv	Time is not available	at Switch level

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Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Consolidated Communications		U#: <u>U-1015-C</u>	Report Year:	2017
Reporting Unit Type:	☐ Total Company ☐ Exchange ☑ Wire Center		Reporting Unit Name:	Roseville - 78G	
		Date filed (Original 05/15/17)	Date filed	Date filed	Date filed

				filed (Original 05/15			Date filed			Date filed			Date filed	
	Measurement (Compile	monthly, file quarterly)	Updat	ed 06/12/17 w/Custo	omers		(08/15/2017)			(11/15/2017)		(0215/18) 4th Quarter		
	` .	• • • • • • • • • • • • • • • • • • • •	Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	3rd Quarter Jul Aug Sept			Oct Nov Dec		
		Total # of business days	Jan	ren	IVIAI	Арі	iviay	Juli	Jui	Aug	Зері	OCI	NOV	Dec
Installation Interva		Total # of service orders												
Min. standard = 5 b	us. days	Avg. # of business days												
		Total # of installation commitments												
Installation Comm	itment	Total # of installation commitment met												
Min. standard = 95%		Total # of installation commitment missed												
		% of commitment met												
Customers		Acct # for voice or bundle, res+bus	12,081	11,993	12,760									•
Customer Trouble	Report	,	,	,	,									
	T.	Total # of working lines	18,544	18,430	20,107									
	6% (6 per 100 working lines for	Total # of trouble reports	198	139	164									
units w/ ≥ 3,000 lines)	units w/ ≥ 3,000 lines)	% of trouble reports	1.07%	0.75%	0.82%									
		Total # of working lines	210770	31,070	0.02,7									
tan	8% (8 per 100 working lines for	Total # of trouble reports												
S.	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ē		Total # of working lines												
	10% (10 per 100 working lines	Total # of trouble reports												
	for units w/ ≤ 1,000 lines)	% of trouble reports												
		Total # of outage report tickets	10	3	1									
Adjusted		Total # of repair tickets restored in ≤ 24hrs	10	3	1									
Out of Service Rep	oort	% of repair tickets restored ≤ 24 Hours	100%	100%	100%									
Min. standard = 90%		Sum of the duration of all outages (hh:mm)	95:31:28	42:33:40	2:00:33									
		Avg. outage duration (hh:mm)	9:33:09	14:11:13	2:00:33									
		Total # of outage report tickets	42	29	11									
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	17	13	9									
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	40.5%	44.8%	81.8%									
		Sum of the duration of all outages (hh:mm)	1674:57:24	1373:57:18	207:04:57									
		Avg. outage duration (hh:mm)	39:52:48	47:22:40	18:49:32									
Refunds		Number of customers who received refunds	4	0	4									
		Monthly amount of refunds	\$ (27.86)	\$ -	\$ (4.92)									
Answer Time (Troub	ble Reports, Billing & Non-Billing)													
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing												
live agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent											wer Time is not	t available at
		%<_60 seconds	*NOTE: Answ	er Time is not available a	at switch level	*NOTE: An	swer Time is not available	at switch level	*NOTE: Answer	Time is not availa	ble at switch level		switch level	
							1							

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